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Genesys Mobile Services

8.5.224.00

12/20/2025

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Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/04/21	Update			X		X

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What's New

This release contains the following new features and enhancements:

- The `_do_not_call_items` option was introduced to perform several time checks based on the ORS current local time before launching the call to a customer. (GMS-8213)

Resolved Issues

This release contains the following resolved issues:

The GMS callback service now properly handles target expressions that include a threshold. (GMS-8234)

In a customer-first scenario where the plugin returns the **route-to-rp** option, the callback service now correctly redirects the customer call to the requested route point. (GMS-8231)

When configuring multiple ORS instances and using GMS in the ORS LoadBalancer strategy, if all ORS nodes are flagged as unhealthy, GMS now attempts to submit the interaction to the first node of the list. (GMS-8239)

The Office Hours service panel of the Admin UI no longer uses localized weekdays for storing the calendar configuration in the backend. The localization of weekdays is also disabled to avoid display and configuration issues for Office Hours. (GMS-8254)

Upgrade Notes

Further instructions are available in the **upgrade** section of the *Genesys Mobile Service Deployment Guide*.

Helpful Links

Releases Info

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- [8.5.x Known Issues](#)

Product Documentation

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